

Job Description
Missouri State Highway Patrol

Class Title: Clerk II - TFD

Title Code: V00002

Effective Date: 06/14/96

Date Reviewed: 09/26/07 RD

Date Revised: 09/26/07

Immediate Supervisor: Traffic Safety Analyst I, II, III

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: Normal working hours are from 8:00 a.m. until 12:00 noon and from 1:00 p.m. until 5:00 p.m., Monday through Friday; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

An employee in this position performs clerical work of moderate difficulty and complexity to include encoding and quality control of data into a computer database through the use of a personal computer. Detailed instructions are given at the beginning of work and on subsequent new assignments; however, after employees become familiar with particular procedures, they may work with more independence on routine tasks following established rules, policies, and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Encodes data into the computer database via a personal computer; verifies, modifies, or deletes information as required.

Precodes accident reports and/or court records, and/or source documents.

Answers telephone, distributes and receives mail, opens and processes accordingly.

Alphabetizes, transports, files, and purges records/documents.

Receives, stamps, sorts, photocopies, microfilms, scans, and repacks records/documents.

Makes elementary calculations following specific instructions.

Types correspondence, reports, forms, lists, and other materials.

Operates standard office equipment (e.g. personal computer, printer, copier, calculator, telephone, typewriter, document scanner, etc.)

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of modern office practices, procedures, and equipment.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to operate basic office machines to include the operation of a video terminal.

Ability to alphabetize, transport, process, file, and purge records/documents.

Ability to sit in front of a personal computer and perform data entry for extended periods of time.

Ability to establish and maintain harmonious working relationships with others.

Ability to type 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

Ability to work independently as well as follow oral and written instruction.

Ability to exercise judgement and discretion and make decisions in accordance with laws, policies and regulations.

Ability to proofread and edit computer entries.

Ability to multi-task and prioritize assignments.

Possess basic arithmetic skills.

Ability to establish and maintain records and files (both electronic and hardcopy).

Ability to work under pressure.

Ability to proficiently perform data entry.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED and at least one-year experience as a Clerk I or comparable experience.

